

Quality Contacts Supervisory Coaching – Smoky Mountain Pilot

The goal of Quality Contacts Supervisory Coaching is to teach supervisors to conduct case specific coaching that aims to improve the quality of contacts between caseworkers and team members to ensure global assessment that will lead to thoughtful service planning that tracks and adjusts based on the needs of the family.

- **Session 1, 2 and 3 are MANDATORY** for all CPSA, CPSI, SS/FC, JJ and FSS Team Leaders/Lead Investigators, Team Coordinators/Investigative Coordinators. *FPS and Skilled Facilitation Supervisors will attend with SS/FC or other if not able.
- **DRAs, RAs, RIDs and OJJ Directors must attend at least one session in the program areas they supervise.**
- **If you are unable to attend the session for your program area, you may attend a session with another program.**

Registering in Edison

Training Credit: 3.5 hours

- Sign into Edison
- Click the Navigation icon
- **Choose Navigator**
- Choose ELM, then Self-Service, then Learning
- Choose Find Learning
- Type the Course Code into the “Search by keyword” box

| Quality Contacts Supervisory Coaching Session 1 | | | | | | | | |
|---|------------|----------|---------|-------------|------------------------|-----------------------|----------------------|-----------------|
| Begin Date | Start Time | End Time | Program | Course Code | Activity Code | Location | Address | City State Zip |
| 6/19/2018 | 1:00 PM | 4:30 PM | CPSA | CHDE2056 | CH-SM2056-180619-CPSA | Morristown DCS Office | 1077 E. Morris Blvd | Morristown, TN |
| 7/18/2018 | 1:00 PM | 4:30 PM | CPSI | CHDE2056 | CH-SM2056-180718-CPSI | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 7/26/2018 | 1:00 PM | 4:30 PM | SS/FC | CHDE2056 | CH-SM2056-180726-SS/FC | Morristown DCS Office | 1077 E. Morris Blvd | Morristown, TN |
| 7/12/2018 | 1:00 PM | 4:30 PM | FSS | CHDE2056 | CH-SM2056-180712-FSS | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 7/10/2018 | 1:00 PM | 4:30 PM | JJ | CHDE2056 | CH-SM2056-180710-JJ | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| Quality Contacts Supervisory Coaching Session 2 | | | | | | | | |
| Begin Date | Start Time | End Time | Program | Course Code | Activity Code | Location | Address | City State Zip |
| 8/14/2018 | 1:00 PM | 4:30 PM | CPSA | CHDE2057 | CH-SM2057-180814-CPSA | Sevier DCS Office | 115 Allensville Road | Sevierville, TN |
| 9/11/2018 | 1:00 PM | 4:30 PM | CPSI | CHDE2057 | CH-SM2057-180911-CPSI | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 9/27/2018 | 1:00 PM | 4:30 PM | SS/FC | CHDE2057 | CH-SM2057-180927-SS/FC | King Family Library | 408 High St. | Sevierville, TN |
| 8/24/2018 | 9:00 AM | 12:30 PM | FSS | CHDE2057 | CH-SM2057-180824-FSS | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 9/13/2018 | 1:00 PM | 4:30 PM | JJ | CHDE2057 | CH-SM2057-180913-JJ | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| Quality Contacts Supervisory Coaching Session 3 | | | | | | | | |
| Begin Date | Start Time | End Time | Program | Course Code | Activity Code | Location | Address | City State Zip |
| 10/11/2018 | 9:00 AM | 12:30 PM | CPSA | CHDE2058 | CH-SM2058-181011-CPSA | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 10/23/2018 | 9:00 AM | 12:30 PM | CPSI | CHDE2058 | CH-SM2058-181023-CPSI | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 11/29/2018 | 1:00 PM | 4:30 PM | SS/FC | CHDE2058 | CH-SM2058-181129-SS/FC | King Family Library | 408 High St. | Sevierville, TN |
| 10/4/2018 | 1:00 PM | 4:30 PM | FSS | CHDE2058 | CH-SM2058-181004-FSS | New Market DCS office | 613 W Hwy 11E, | New Market, TN |
| 11/8/2018 | 9:00 AM | 12:30 PM | JJ | CHDE2058 | CH-SM2058-181108-JJ | Sevier DCS Office | 115 Allensville Road | Sevierville, TN |